

SERVICELINK DIRECT – MOBILE COMMUNICATIONS

OVERVIEW

Jobs details can be sent to engineers automatically, using a mobile phone. The engineer then completes details of work done , time taken , parts used etc This information is sent back to the system via mobile phone and updated into the ServiceLink database. Thus the administration staff can be kept up to date with work done, time taken etc.

STANDARD FUNCTIONS

1. Job details are collected by the engineer when he dials in – all new jobs are sent together.

The engineer will receive details of a new job showing

Job number

Address

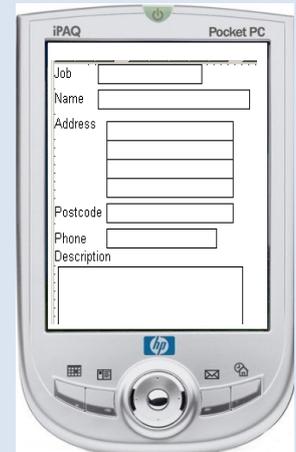
Contact

Description of work required

Date job scheduled to be done

Customer order number

Comments

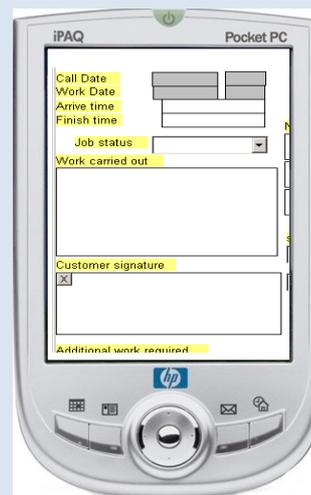


This information is displayed on a form on the handheld screen. The engineer cannot change any of that information, but adds data to fields as indicated below.

2. All job details input by the operative are updated to the main system. This can apply to any number of jobs. If he has been accumulating data for a number of jobs (e.g. phone has no signal) then all that data is synchronised with ServiceLink later.

Information collected from the handheld includes

1. Job Completed / not completed
2. Time arrived on site, Time left site
Chargeable time on site
3. Work carried out
4. Description of further work required
5. Materials used
6. Materials to be ordered
7. Customer signature



SPECIALISED REQUIREMENTS

It is possible to have specific data transfer functions added to user specification. Custom built requirements will be priced after initial discussion and specification

NOTE

If the engineer does not have sufficient signal on the phone to establish communications, the handheld device can still be used to display job details and store data input, which is later updated to the server, when communications are re-established..